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Kathleen B. Levitz  
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January 13, 2000

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

EX PARTE OR LATE FILED

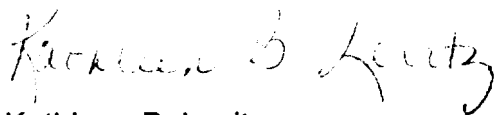
Re: Written Ex Parte in CC Docket No. 98-121  
and CC Docket No. 99-295

Dear Ms. Salas:

This is to inform you that BellSouth Corporation has made a written ex parte to Claudia Fox, a senior attorney in the Common Carrier Bureau's Policy and Program Planning Division, with copies of that ex parte going also to William Agee and Jake Jennings. That ex parte consists of a copy of the BellSouth-Georgia OSS Evaluation Master Test Plan Version 4.0, filed by KPMG with the Georgia Public Service Commission on December 16, 1999.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, for each of the dockets identified above, we are filing two copies of this notice and that written ex parte presentation. Please associate this notification with the record in each of those proceedings.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Claudia Fox (w/o attachment)  
William Agee (w/o attachment)  
Jake Jennings (w/o attachment)

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January 13, 2000

WRITTEN EX PARTE

Ms. Claudia Fox  
Policy and Program Planning Division  
Common Carrier Bureau  
Room 5-C235  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554

Re: CC Docket No. 98-121 and CC Docket No. 99-295

Dear Ms Fox:

Attached is a copy of the BellSouth-Georgia OSS Evaluation Master Test Plan Version 4.0. KPMG filed this updated version of the Master Test Plan with the Georgia Public Service Commission on December 16, 1999. The attached copy should replace all earlier version of that plan. I am sending this filing to you in response to the request that BellSouth share with you changes or status reports prepared by KPMG as part of the third party testing program currently underway in Georgia. If you have any questions after reviewing the revision, please call me at 202.463.4113.

Pursuant to Section 1.1206(b)(1) of the Commission's rules, for each of the dockets identified above, I am filing two copies of this written ex parte presentation with the Secretary of the Commission and requesting that it be associated with the record in those dockets.

Sincerely,



Kathleen B. Levitz  
Attachment

cc: William Agee  
Jake Jennings

GPSC  
DOCKET NO. 8354-U

BellSouth – Georgia  
OSS Evaluation  
Master Test Plan  
Version 4.0

&

Flow-Through  
Evaluation Plan  
Version 2.0



303 Peachtree Street, N.E.  
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Telephone 404 222 3000  
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December 16, 1999

Ms. Helen O'Leary  
Executive Secretary  
Georgia Public Service Commission  
47 Trinity Avenue SW  
Atlanta, GA 30334

Dear Ms. O'Leary:

**Re: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U.**

Enclosed please find an original and twenty-six (26) copies, as well as an electronic copy, of the BellSouth - Georgia OSS Evaluation Master Test Plan Version 4.0. This document is an update to versions filed with the Commission on October 18, 1999 and October 26, 1999.

The updated document contains material that is designed to provide the Commission and other interested parties with additional detail about various aspects of the evaluation.

The updated document does not constitute a change in direction with respect to the testing, nor is it in conflict with the Commission's July 2, 1999 order approving BellSouth's Third Party Testing Plan.

Please file the document and return one (1) file-stamped copy of the document to us in the enclosed envelope.

Thank you for your assistance in this matter.

Very truly yours,

KPMG LLP



David Frey  
Manager

Enclosures



KPMG LLP, a KPMG LLP, is a limited liability partnership and a member of KPMG International, a Swiss entity.

CERTIFICATE OF SERVICE

Docket No. 8354-U

This is to certify that I have this day served a copy of the within and foregoing, upon known parties of record, by depositing same in the United States Mail with adequate postage affixed thereto, properly addressed as follows:

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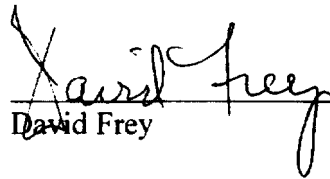
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This 16<sup>th</sup> day of December 1999.

  
\_\_\_\_\_  
David Frey

KPMG  
303 Peachtree Street, N.E.  
Suite 2000  
Atlanta, Georgia 30308  
(404) 222-3000

## OSS TEST PLANS



# **BellSouth - Georgia OSS Evaluation Master Test Plan**

~~Version 3.0~~ Version 4.0

~~October 15, 1999~~ December 15, 1999

# BellSouth-Georgia OSS Evaluation

## Master Test Plan

### Document Organization Summary

Document Organization Summary		
<b>I</b>	Document Control	Defines document version control, distribution, and approval requirements.
<b>II</b>	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
<b>III</b>	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
<b>IV</b>	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
<b>V</b>	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
<b>VI</b>	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
<b>VII</b>	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
<b>VIII</b>	Forecasting & Change Management Test Section	Describes the tests and methodologies to be applied to the Forecasting & Change Management business processes.
<b>Appendix A</b>	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the Test.
<b>Appendix B-1</b>	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
<b>Appendix B-2</b>	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
<b>Appendix B-3</b>	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
<b>Appendix B-4</b>	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
<b>Appendix B-5</b>	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
<b>Appendix C</b>	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
<b>Appendix D-1</b>	Evaluation Criteria	Lists the process evaluation criteria that will be collected as part of the Test.
<b>Appendix D-2</b>	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
<b>Appendix E</b>	Test Cycles	Describes the test cycles that will be executed as part of the Test.
<b>Appendix F</b>	References	Lists the references used in developing this document.

<b>Section</b>	<b>Section Title</b>	<b>Description</b>
<b>Appendix G</b>	Glossary	Lists the terms and definitions used throughout this document.



## I. Document Control

### A. Distribution

Copy No.	Person	Department	Date Sent
	<b>Georgia Public Service Commission</b>		
	David Burgess	Georgia Public Service Commissioner	12/16/99
	Leon Bowles	Georgia Public Service Commission Staff	12/16/99
	<b>KPMG LLP</b>		
	Michael Weeks	Engagement Partner	12/16/99
	Ray Sears	Partner	12/16/99
	David Frey	Engagement Manager	12/16/99
	<b>BellSouth</b>		
	William Stacy	ICS Access Certification Program Sponsor	12/16/99
	Bennett Ross	BellSouth Legal	12/16/99

Figure I - I: Distribution List for Document

### B. Approved By

Person	Department	Date
David Burgess	Georgia Public Service Commissioner	
Leon Bowles	Georgia Public Service Commission Staff	

Figure I - II: Approval List for Document

### C. Version Control

<i>Version</i>	<i>Date</i>	<i>Reason</i>
Draft 1.0	March 19, 1999	Draft version for project review.
Draft 2.0	May 21, 1999	Working draft for internal review.
Draft 2.1	May 25, 1999	Working draft for KPMG/BellSouth review.
Draft 2.2	May 27, 1999	Working draft for final review.
Final 1.0	May 29, 1999	Final copy for Georgia PSC review.
Version 2.0	August 16, 1999	Revisions for corrections and clarifications.
Version 3.0	October 15, 1999	Revisions for corrections and clarifications.
<u>Version 4.0</u>	<u>December 15, 1999</u>	<u>Revisions for corrections and clarifications.</u>

Figure I - III: Version Control

### D. Revision Notes

<b><u>Version 4.0</u></b> <b><u>12/15/99</u></b>	
<b><u>Global Changes</u></b>	
	None.
<b><u>Test Plan Cover Page</u></b>	
<u>Page i</u>	<u>VIII – Section title and description changes</u>
<b><u>II. Introduction</u></b>	
<u>Page II-2</u>	<u>A. Background, Test Manager Interfaces, Paragraph 2 - Text and editorial changes</u>
<u>Page II-14</u>	<u>E. Assumptions, Test Scope, Bullet 12 - Text and editorial changes</u>
<b><u>III. Test Plan Framework</u></b>	
<u>Page III-4</u>	<u>B. Approach, Test Tools, Paragraph 1 – Text and editorial changes</u>

<b>Version 4.0</b> <b>12/15/99</b>	
<b>IV. Pre-Order</b>	
<u>Page IV-1</u>	<u>Figure IV-I: Pre-Ordering Test Cycles – Test cycle changes, test dimension changes</u>
<u>Page IV-2</u>	<u>B. Scope – Text and editorial changes</u>
<u>Page IV-14</u>	<u>6.0 PRE-6: Pre-ordering Processing Systems Capacity Management Evaluation</u>
<u>Page IV-14</u>	<u>6.1 Description – Text and editorial changes</u>
<u>Page IV-14</u>	<u>6.2 Objective - Text and editorial changes</u>
<u>Pages IV-14 – IV-15</u>	<u>6.3 Entrance Criteria - Entrance criteria changes</u>
<u>Page IV-15</u>	<u>6.4 Test Scope &amp; Figure IV-VI: Pre-Order Processing Systems Capacity Management Evaluation Test Scope - Text and editorial changes, sub-process and function changes, test objective changes</u>
<u>Pages IV-15 – IV-16</u>	<u>6.5 Test Activities - Text and editorial changes</u>
<b>V. Order</b>	
<u>Page V-I</u>	<u>Figure V-I: Ordering and Provisioning Test Cycles - Test dimension changes</u>
<u>Pages V-21 – V-23</u>	<u>6.0 O&amp;P-6: Order Processing Systems Capacity Management Evaluation – Text and editorial changes, entrance criteria changes, sub-process and function changes</u>
<u>Page V-30</u>	<u>10.0 O&amp;P-10: EDI/TAG Production Volume Performance Test – Test re-numbering</u>
<b>VI. Billing</b>	
<u>Pages VI-1 – VI-2</u>	<u>Figure VI-I: Billing Test Cycles - Test dimension changes, test cycle changes</u>
<u>Pages VI-5 – VI-6</u>	<u>2.0 BLG-2: ODUF/ADUF Usage Functional Test – Text and editorial changes</u>
<u>Pages VI-8 – VI-10</u>	<u>3.0 BLG-3: Billing Systems Capacity Management Evaluation - Sub-process and function changes, text and editorial changes</u>
<u>Pages VI-10 – VI-12</u>	<u>4.0 BLG-4: ODUF/ADUF Daily Usage Capacity Management Evaluation – Test deleted</u>
<u>Pages VI-12 – VI-19</u>	<u>(Renumbered from 5.0-7.6 to 4.0 – 6.6) Renumbering of tests and sections to reflect deletion of BLG-4</u>
<u>Pages VI-14 – VI-15</u>	<u>5.3 Entrance Criteria – Criteria changes</u>
<u>Page VI-17</u>	<u>6.3 Entrance Criteria – Criteria changes</u>
<b>VII. Maintenance and Repair</b>	
<u>Page VII-5</u>	<u>2.1 Description - Text and editorial changes</u>
<u>Page VII-7</u>	<u>Figure VII-III: ECTA Functional Test Scope - Sub-process and function changes</u>
<u>Page VII-8</u>	<u>3.1 Description - Text and editorial changes</u>
<u>Page VII-9</u>	<u>Figure VII-IV: ECTA Normal Volume Performance Test Scope - Sub-process and function changes</u>
<u>Page VII-10</u>	<u>4.1 Description - Text and editorial changes</u>
<u>Page VII-11</u>	<u>Figure VII-V: ECTA Peak Volume Performance Test Scope - Sub-process and function changes</u>

<b>Version 4.0</b> <b>12/15/99</b>	
<u>Page VII-13</u>	<u>Figure VI-VI: TAFI Capacity Management Test Scope - Sub-process and function changes</u>
<u>Page VII-15</u>	<u>Figure VII-VII: ECTA Capacity Management Evaluation Test Scope - Sub-process and function changes</u>
<u>Pages VII-20 – VII-22</u>	<u>9.0 M&amp;R 9: ECTA Documentation Evaluation – Text and editorial changes, entrance criteria changes, sub-process and function changes, test activity changes, exit criteria changes</u>
<b><u>VIII. Change Management</u></b>	
	<u>None.</u>
<b><u>Appendix A: Product Selection &amp; Description</u></b>	
<u>Page A-3</u>	<u>Figure A-II: Test Product List - Process domain change</u>
<b><u>Appendix B1: Pre-Ordering Scenarios</u></b>	
	<u>None.</u>
<b><u>Appendix B2: Resale Ordering Scenarios</u></b>	
<u>Page B2-3</u>	<u>Figure B2-V: Resale Product REQ TYP and ACT Scenario Coverage: Product &amp; services activity type changes</u>
<b><u>Appendix B3: UNE Ordering Scenarios</u></b>	
	<u>None.</u>
<b><u>Appendix B4: Billing Scenarios</u></b>	
	<u>None.</u>
<b><u>Appendix B5: Maintenance &amp; Repair Scenarios</u></b>	
<u>Page B5-2</u>	<u>Figure B5-II: Products to be Tested for Maintenance &amp; Repair – Products deleted.</u>
<u>Page B5-3</u>	<u>Figure B5-III: M&amp;R Trouble Types – Trouble type &amp; description deleted.</u>
<u>Page 5</u>	<u>604 – Product type changes</u>
<u>Page 6</u>	<u>610 – Product type changes</u>
<u>Page 6</u>	<u>612 – Product type changes</u>
<u>Page 6</u>	<u>614 – Product type changes</u>
<u>Page 6</u>	<u>615 – Product type, trouble type changes</u>
<u>Page 6</u>	<u>619 – Scenario deleted</u>
<u>Page 7</u>	<u>621 – Scenario description, product type changes</u>
<u>Page 7</u>	<u>627 – Scenario description changes</u>
<u>Page 8</u>	<u>633 – Scenario description changes</u>
<u>Page 8</u>	<u>634 – Scenario description changes</u>
<u>Page 8</u>	<u>635 – Scenario description changes</u>
<u>Page 8</u>	<u>636 – Scenario description changes</u>
<u>Page 8</u>	<u>637 – Scenario description changes</u>



<b>Version 4.0</b> <b>12/15/99</b>	
<u>Page 9</u>	<u>643 – Scenario description, product type, trouble type, customer, interface changes</u>
<u>Page 9</u>	<u>644 – Scenario description, product type changes</u>
<u>Page 9</u>	<u>648 – Text and editorial changes</u>
<u>Page 10</u>	<u>657 – Scenario description changes</u>
<u>Page 10</u>	<u>658 – Scenario description changes</u>
<u>Page 11</u>	<u>667 – Scenario description, product type, trouble type, customer, interface changes</u>
<u>Page 11</u>	<u>668 – Scenario description, product type, trouble type, customer, interface changes</u>
<u>Page B5-4</u>	<u>Scenario #604 – Scenario modified</u>
<u>Page B5-9</u>	<u>Scenario #610 – Scenario modified</u>
<u>Page B5-11</u>	<u>Scenario #612 – Scenario modified</u>
<u>Page B5-13</u>	<u>Scenario #614 – Scenario modified</u>
<u>Page B5-14</u>	<u>Scenario #615 – Scenario modified</u>
<u>Page B5-17</u>	<u>Scenario #621 – Scenario modified</u>
<u>Page B5-20</u>	<u>Scenario #627 – Scenario modified</u>
<u>Page B5-25</u>	<u>Scenario #633 – Scenario modified</u>
<u>Page B5-26</u>	<u>Scenario #634 – Scenario modified</u>
<u>Page B5-27</u>	<u>Scenario #635 – Scenario modified</u>
<u>Page B5-28</u>	<u>Scenario #636 – Scenario modified</u>
<u>Page B5-29</u>	<u>Scenario #637 – Scenario modified</u>
<u>Page B5-31</u>	<u>Scenario #643 – Scenario modified</u>
<u>Page B5-32</u>	<u>Scenario #644 – Scenario modified</u>
<u>Page B5-40</u>	<u>Scenario #657 – Scenario modified</u>
<u>Page B5-41</u>	<u>Scenario #658 – Scenario modified</u>
<u>Page B5-44</u>	<u>Scenario #667 – Scenario modified</u>
<u>Page B5-45</u>	<u>Scenario #668 – Scenario modified</u>
<b>Appendix C: Volume Analysis Methodology</b>	
	None.
<b>Appendix D1: Evaluation Criteria</b>	
<u>Page D1-2</u>	<u>Paragraph 2 – Text and editorial changes</u>
<u>Page D1-6</u>	<u>Category: Result Types – Measure and description changes</u>
<u>Page D1-19</u>	<u>6.0 PRE-6: Pre-Order Processing Systems Capacity Management Evaluation – Sub-process, function, evaluation criteria and test cross reference changes</u>
<u>Page D1-27</u>	<u>6.0 O&amp;P-6: Order Processing Systems Capacity Management Evaluation – Sub-process, function, evaluation criteria and test cross reference changes</u>
<u>Pages D1-38 – D1-45</u>	<u>Renumbering of sections, tests and test cross references to reflect removal of “3.0 BLG-3: Billing Usage Returns Test” (deleted from previous MTP) and “5.0 BLG-5: ODUF/ADUF Daily Usage Capacity Management Evaluation (deleted from MTP 4.0)</u>

<b>Version 4.0</b> <b>12/15/99</b>	
<u>Page D1-39</u>	(Renumbered) 3.0 BLG-3: CRIS/CABS/ADUF/ODUF Invoicing Capacity Management Evaluation - Test name changes, test description changes, sub-process, function, evaluation and test cross reference changes
<u>Page D1-40</u>	5.0 BLG-5: ODUF/ADUF Daily Usage Capacity Management Evaluation - Test deleted
<u>Pages D1-42 – D1-43</u>	(Renumbered) Section 5.0: CRIS/CABS Invoicing Documentation Evaluation - Sub-process, function, evaluation and test cross reference changes
<u>Pages D1-44 – D1-45</u>	(Renumbered) Section 6.0: ODUF/ADUF Documentation Evaluation - Sub-process, function, evaluation and test cross reference changes
<u>Page D1-48</u>	2.0 M&R-2: ECTA Functional Test - Sub-process, function, evaluation and test cross reference changes
<u>Page D1-49</u>	3.0 M&R-3: ECTA Normal Volume Performance Test - Sub-process, function, evaluation and test cross reference changes
<u>Page D1-50</u>	4.0 M&R-4: ECTA Peak Volume Performance Test - Sub-process, function, evaluation and test cross reference changes
<u>Page D1-51</u>	5.0 M&R-5: TAFI Capacity Management Evaluation – Sub-process, function, evaluation criteria and test cross reference changes
<u>Page D1-52</u>	6.0 M&R-6: ECTA Capacity Management Evaluation – Sub-process, function, evaluation criteria and test cross reference changes
<u>Page D1-56</u>	9.0 M&R-9: ECTA Documentation Evaluation: Test deleted
<b><u>Appendix D2: SQMs GA Performance Reports</u></b>	
<u>Pages D2-1 – D2-76</u>	Document Footer – Document version changes
<u>Page D2-28</u>	Level of Disaggregation - Product reporting level changes
<b><u>Appendix E: Test Cycles</u></b>	
	None.
<b><u>Appendix F: Reference Documents</u></b>	
	None.
<b><u>Appendix G: Glossary</u></b>	
	None.
<b><u>Flow-Through Assessment</u></b>	
	The scope of this work is under separate review.



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## II. Introduction

### *A. Background*

Section 271 of the Telecommunications Act of 1996 (the Act) stipulates that before BellSouth can offer in-region interLATA services, it must first demonstrate, among other things, compliance with the interconnection, unbundling, and resale obligations that are designed to facilitate competition.<sup>1</sup> An integral part of BellSouth's obligations under the Act is to offer nondiscriminatory access to operations support systems (OSS)<sup>2</sup> for the resale of its retail telecommunications services and the provision of unbundled network elements (UNEs).

The Georgia Public Service Commission (Georgia PSC) and the Federal Communications Commission (FCC) will evaluate BellSouth's compliance with this obligation by determining the following:

- whether BellSouth has deployed the necessary systems and personnel to provide sufficient access to each of the necessary OSS functions<sup>3</sup>
- whether the OSS functions that BellSouth has deployed are operationally ready, as established by performance measurements and other evidence of commercial usage.<sup>3</sup>

The FCC considers actual commercial usage to be the most probative evidence that OSS functions are operationally ready, but will also consider carrier-to-carrier testing, independent third-party testing, and internal testing in the absence of commercial usage.<sup>4</sup>

Compliance with these requirements will provide new entrants with the ability to obtain pre-ordering information, place service orders for their customers, submit trouble reports, and obtain billing information at a level deemed to be nondiscriminatory when compared with BellSouth's retail operations. BellSouth supports a variety of OSS interfaces, including machine-to-machine and terminal-type, which CLECs can use to access BellSouth's OSS and perform these functions.

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<sup>1</sup> FCC's Second BellSouth Louisiana Order (LA II), paragraph 3.

<sup>2</sup> LA II, paragraph 83. The Federal Communications Commission (FCC) has defined OSS to be "the systems, information, and personnel that support network elements or services offered for resale."

<sup>3</sup> LA II, paragraph 85.

<sup>4</sup> LA II, paragraph 86.

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In accordance with the direction provided by the Georgia PSC in its Order on Petition for Third Party Testing (Georgia Order), dated May 20, 1999, BellSouth has retained KPMG LLP (KMPG), working with Hewlett-Packard (HP), to conduct feature, function, volume and procedural tests of BellSouth's OSS and related support functions. This BellSouth-Georgia OSS Evaluation Master Test Plan (MTP) describes the required testing of BellSouth's OSS consistent with the requirements outlined by the Georgia PSC.

### ***Test Manager Interfaces***

BellSouth offers a variety of systems, including both application-to-application interfaces and terminal-type/Web-based systems, that CLECs can use to access BellSouth's OSS to perform pre-order, order, maintenance and repair, and billing tasks. The functionality and performance of the BellSouth interfaces described in *Figure II-IV* will be evaluated as described in the Georgia Order.

BellSouth offers several options to CLECs wishing to access its OSS interfaces. For some interfaces BellSouth offers a commercially available software kit (e.g., EDI-PC [not evaluated in this test]). BellSouth also offers machine-to-machine interfaces that require CLECs to develop their own application or gateway (e.g. TAG, EDI LAN-to-LAN, ECTA). HP/KPMG will construct both the TAG and EDI interfaces.

BellSouth maintains a variety of test clients to assist CLECs with training and testing activities prior to production transactions. These test tools are also used for internal testing purposes. For certain tests outlined in this plan, due to operational and time constraints of the procedural Order, KPMG/HP will be utilizing test clients to access interfaces during production. ~~For example, KPMG/HP will employ the "HP TAG Test Client" for pre-order and order tests using the TAG interface. This application is made available to all CLECs. For maintenance and repair transactions using the ECTA (machine-to-machine) interface, KPMG/HP will utilize an ECTA test machine. For example, KPMG/HP will utilize an ECTA test machine for maintenance and repair transactions using the ECTA (machine-to-machine) interface.~~ The testing will evaluate the accuracy of the technical and business rule documentation provided by BellSouth to support the interfaces specified in the Georgia Order, as well as evaluate the functionality of the interfaces.

### ***Functional testing environment***

Following the completion of interface connectivity and system readiness testing, KPMG will submit all functional test transactions in the regular BellSouth production environment. A series of scenarios designed to test pre-ordering and ordering, billing, maintenance and repair functionality with respect to Unbundled Network Elements (UNE) are outlined in the Appendices of this MTP. KPMG, acting as Test Manager, will develop detailed test cases for each scenario and populate specific instances of each test case with accounts from the test bed resources allocated for this test. Instances of each test case will be submitted via the BellSouth interfaces to the back-end OSS. While the

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high-level test scenarios are described in this plan, BellSouth will not have knowledge of the detailed test cases prior to their submission.

A subset of the test cases will be carried through to provisioning, while others will stop with the generation of a Firm Order Confirmation (FOC). The 'live' accounts will be used for provisioning, billing, and a portion of the maintenance tests.

### ***Volume testing environment***

Normal and peak volume tests will be run against a volume test environment (RSIMMS) developed by BellSouth to support the transaction volumes specified in the test. KPMG will evaluate this environment to determine if the hardware and software configurations mirror those of BellSouth's production systems, except where additional hardware or software resources have been created to support the specified test volume. The entire volume test bed except CRIS is a duplicate of the production system. RSIMMS does access production CRIS.

### ***Other support functions***

KPMG will submit LSRs as a "virtual CLEC" and will access the usual support functions such as the Local Carrier Service Center (LCSC) and the Account Team. CLEC training will also be utilized by KPMG/HP. Additionally, LSRs submitted by KPMG will be handled like any other CLEC-submitted LSRs, and will be submitted without prior notification to BellSouth.

## ***B. Scope***

The design of the BellSouth-Georgia OSS Evaluation Test (test) is based on the Bell Atlantic - New York (BA-NY) Test Plan, adapted to conform to the Georgia Order to create this MTP.

In summary, the Georgia Order has mandated that the test specifically address the following elements of BellSouth's OSS infrastructure:

- electronic OSS interfaces (identified below)
- UNE analog loops (w/and w/out number portability - INP/LNP), UNE switch ports, and UNE business and residence loop-port combinations
- four core OSS process domains (pre-ordering, ordering & provisioning, maintenance & repair, and billing)
- normal and peak volume testing of electronic interfaces to the pre-ordering, ordering, and maintenance & repair processes using a representative service mix of resale services and UNE transactions.

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The PSC also requires an audit of BellSouth's Flow-Through Service Request report for the latest three months of data. An operational and functional evaluation of the calculations will be undertaken as part of a separate initiative; the MTP will support that evaluation by logging transaction data through test monitoring tools as well as BellSouth's transaction reporting system. The resulting comparison will assess the accuracy of BellSouth's performance measurement system, including error analysis.

Although not required by the Georgia Order, the testing will also address the business process of change management of the electronic interfaces.

### ***Logical Scope***

The logical scope of the test has been broken down into several test dimensions. These are groupings of organizationally similar concepts that help define the work required to meet the objectives of the test.. The following four test dimensions have been defined:

- Business Processes
- Product Categories
- OSS Interfaces
- Test Objectives.

***Each test dimension is broken down and discussed in greater detail in the sections below. The scope of the test drives the scope of the test interface build (as specified in Section III-B) and analysis.***

### ***Processes***

The Processes describe the primary functions performed by a CLEC in its routine daily operational interaction with BellSouth. These processes have been identified and defined in various FCC, Department of Justice (DoJ), Georgia PSC, CLEC, and BellSouth documents, testimony, and filings.

Process	Description
Pre-Ordering	Pre-Ordering addresses the activities that a CLEC undertakes with a customer to gather and verify the information necessary to construct an accurate local service request (LSR). Pre-ordering includes street address validation, telephone number assignment, service and feature availability, customer record information, and appointment or due date availability. <sup>5</sup>
Ordering & Provisioning	Ordering begins with the CLEC submission of a local service request and continues through receipt of a Firm Order Confirmation (FOC) or reject message, including any status notification in between. Provisioning begins with BellSouth's acceptance of a CLEC service order and continues through the activation of end user service and delivery of a Completion Notice (CN), including any validation, design, configuration, dispatch, testing and status notification (e.g., jeopardy) in between.
Billing	Billing addresses the production and delivery of complete and accurate invoices and customer service usage reports such that CLECs may effectively manage their cash flows and provide accurate and timely bills to their end users. <sup>6</sup>
Maintenance & Repair	Maintenance & Repair (M&R) addresses the network information and diagnostic tools that allow CLECs to diagnose and solve customer trouble complaints or otherwise assist customers who experience service disruptions. <sup>7</sup>
Change Management	The Change Management business processes address the procedures, activities and documents relating to the development of change control over OSS interfaces and documentation.

*Figure II - I: Business Process Descriptions*

### ***Product Categories***

The Product Categories represent the two principal categories of products and services that BellSouth offers to CLECs in accordance with federal statutes. Each product category encompasses all business processes.

<sup>5</sup> LA II, paragraph 94.

<sup>6</sup> LA II, paragraph 158.

<sup>7</sup> LA II, paragraph 145.



<i>Product</i>	<i>Description</i>
Resale	Resale services are those retail telecommunications services that BellSouth offers to CLECs for resale at wholesale rates. <sup>8</sup> The Georgia PSC mandates in the Georgia Order that resale services be included in the volume testing to ensure the appropriate service mix between UNEs and resale services. Electronically ordered Simple Resale services and features to be included in the volume tests will be selected from among those specified in <i>Figure II - III</i> .
UNEs	<p>UNEs may be characterized as individual components of the BellSouth network made available to CLECs, including local loops, local switching (ports), interoffice transmission facilities, signaling networks and call-related databases, among others.<sup>9</sup> In the Georgia Order, the Georgia PSC focused the test on the following UNEs:</p> <p>2-wire analog loops (w/ and w/o number portability)</p> <p>2-wire analog switch ports</p> <p>2-wire analog business and residential loop-port combinations</p> <p>INP/LNP</p>

*Figure II - II: Product Category Descriptions*

<i>Simple Resale Services &amp; Features</i>	
Flat Rate Residence	RingMaster®
Measured Rate Residence	Message Telephone Service (MTS)
Touchtone	TouchStar® - Call Tracing
Optional Calling Plan (OCP)	TouchStar® - Call Block
Integrated Package - Area Plus® with Complete Choice®, Complete Choice®	TouchStar® - Call Selector

<sup>8</sup> LA II, paragraph 306.

<sup>9</sup> LA II, paragraph 83.

<i>Simple Resale Services &amp; Features</i>	
Flat Rate/Basic Local Exchange	TouchStar® - Call Return
Measured Rate Business	TouchStar® - Repeat Dialing
Georgia Community Plan	TouchStar® - Preferred Call Forwarding
Area Plus®	MemoryCall®
Visual Director®	MemoryCall® Answering Service
Custom Calling - Speed Calling 8 & 30	Caller ID
Custom Calling - 3 Way Calling	Call Waiting
Custom Calling - Call Forward Variable	Call Waiting - Deluxe
Custom Calling - Remote Access to CF	Customized Code Restriction
	Enhanced Caller ID
	Remote Call Forwarding (RCF)

*Figure II - III: Simple Resale Services and Features*

**Appendix A** contains additional information regarding the resale services and UNEs that will be addressed as part of this test.

### ***OSS Interfaces***

The OSS Interface dimension identifies the various electronic gateways available to CLECs for transacting business with BellSouth in each of the above mentioned Process domains. *Figure II-IV* describes the interfaces identified for testing in the Georgia Order and links each to its respective process domain.

Interface	Description	Process
TAG	BellSouth offers the Telecommunications Access Gateway (TAG) with a CORBA-based API as its transaction-based interface between BellSouth's OSS and CLEC clients for pre-ordering and ordering functionality. <sup>10</sup>	Pre-Ordering Ordering & Provisioning
EDI	BellSouth offers the Electronic Data Interchange (EDI) as an application-to-application interface that allows CLECs to exchange local service requests, changes, and acknowledgments with BellSouth. <sup>11</sup>	Ordering & Provisioning
TAFI	BellSouth offers the Trouble Analysis Facilitation Interface (TAFI), a proprietary, interactive terminal-type OSS interface that provides CLECs with automated trouble reporting and screening functionality for telephone number assigned resale services and UNEs. <sup>12</sup>	Maintenance & Repair
ECTA	BellSouth offers the Electronic Communication Trouble Administration (ECTA) standard machine-to-machine interface for local exchange trouble reporting and notification that supports both telephone number assigned and circuit-identified resale services and UNEs. <sup>13</sup>	Maintenance & Repair
ODUF	BellSouth offers the Optional Daily Usage File (ODUF) to provide CLECs with customer usage information on billable transactions for resold lines, Interim Number Portability (INP) accounts, and UNE ports. <sup>14</sup>	Billing
ADUF	BellSouth offers the Access Daily Usage File (ADUF) to provide CLECs with customer usage information for interstate access services/calls originating from, and terminating to, UNE ports. <sup>15</sup>	Billing

<sup>10</sup> TAG API Programmers Guide, p. 2-5.

<sup>11</sup> BellSouth Local Exchange Ordering Implementation Guide, Volume 4, Issue 7d, January, 1999, p. 2-5.

<sup>12</sup> BellSouth CLEC TAFI End User Training and User Guide, Issue 6, September, 1998, p. 3.

<sup>13</sup> LA II, paragraph 157.

<sup>14</sup> Stacy LA II Affidavit, paragraph 184-6.

<sup>15</sup> LA II, paragraph 160.

<i>Interface</i>	<i>Description</i>	<i>Process</i>
CRIS	BellSouth offers the Customer Record Information System (CRIS) as an invoiced billing information delivery vehicle that provides CLECs with call detail records, billable events, and billing charges associated with local and local toll for individual end users.	Billing
CABS	BellSouth offers the Carrier Access Billing System (CABS) as an invoiced billing information delivery vehicle that provides CLECs with bulk billed and call detail access usage as well as billing for designed UNEs.	Billing

*Figure II - IV: OSS Interface Descriptions*

### ***Test Objectives***

The Test Objectives provide a broad characterization of the type of testing to be conducted within each testing event. *Figure II-V* summarizes the Test Objectives that will be addressed in accordance with the Georgia Order:

<i>Test Objective</i>	<i>Description</i>
Interface	This objective tests the ability of BellSouth to provide access to its OSS interfaces in support of the BellSouth-CLEC business relationship. The electronic interfaces tested will include both industry standard machine-to-machine and terminal-type interfaces.
Functionality	This objective tests the ability of BellSouth to provide electronic pre-ordering, ordering, provisioning, maintenance and repair, and billing OSS functionality sufficient to allow CLECs a meaningful opportunity to compete in the local telecommunications services market. In accordance with the Georgia Order, this MTP will address functionality for UNEs only.
Performance	This objective will evaluate the transactional and operational testing conducted through the test facilities to determine whether the results repeated through the test process match the corresponding data and the reports generated by BellSouth's performance measurement systems. This Test Objective will include validation of BellSouth's OSS performance measure results to ensure that they are being accurately reported.
Volume & Capacity Management	This objective tests the ability of BellSouth's electronic OSS interfaces to support reasonably foreseeable transaction volumes.

Test Objective	Description
Documentation	This objective tests the adequacy of BellSouth's OSS interface documentation used to describe to CLECs the implementation and use all of the business rules and technical specifications defining the electronic OSS functions available to them.

*Figure II - V: Test Objective Descriptions*

### ***Deliverable Scope***

The following figure describes the primary deliverables for the Test:

Deliverable	Description
BellSouth-Georgia OSS Evaluation Master Test Plan (MTP)	The MTP details the scope of the test, including the definition of test cycles, test scenarios for transactional testing, and the methodologies for test execution.
Interim Status Reports	Status reports contain descriptions of major test activities and a summary of exceptions (defects in components [software, documentation, or procedures]) identified in the course of the evaluation.
Test Results Report	The Test Results Report is the formal summary of test results, including the quantitative data and the qualitative assessments that result from conducting the test. This is a formal report out on the results of the test.

*Figure II - VI: Test Deliverable Descriptions*

## ***C. Goals and Objectives***

### ***1.0 Goals***

#### **Test Scope**

The overall goal of this document is to provide a comprehensive description of the plan to test BellSouth's OSS systems, interfaces, information, and processes in accordance with the Georgia Order. This MTP will be the foundation upon which individual tests will be designed and executed.

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## **Test Results**

The test will provide results reports to assist the Georgia PSC, DoJ and FCC in assessing BellSouth's compliance with the provision of nondiscriminatory access to its OSS in support of CLEC entry into the local telecommunications services market.

### ***2.0 Objectives***

- **Assess ability of a CLEC to build interfaces to BellSouth's OSS with publicly available information.**

The test will assess the feasibility of building operational interfaces to BellSouth's OSS infrastructure from publicly and/or commercially available sources.

- **Verify the capacity of BellSouth's OSS gateways to meet future projected volumes.**

The test will evaluate whether BellSouth's electronic pre-ordering, ordering, and maintenance & repair OSS gateways have the ability to process representative normal and peak transaction volumes for the year end 2001 (YE01) time frame. This segment of the test will address the capacity management procedures required to support the above mentioned volume forecasts, in addition to transactional testing of projected normal and peak volumes.

- **Verify the functionality of BellSouth's electronic OSS gateways.**

The test will evaluate whether BellSouth's electronic OSS gateways support the applicable pre-ordering, ordering, provisioning, maintenance & repair, and billing functionality for UNEs.

## ***D. Document Audience/Vendor Selection***

The audience for this document includes those directly responsible for the design, development, execution, and reporting of specific tests and test results, and parties interested in the scope and results of the test. KPMG and HP were designated and described in the Georgia Order as Firm B and Firm A, respectively. On September 2, 1999, KPMG was designated Test Manager.

Many of the following stakeholders are referred to throughout this document:

### ***Georgia Public Service Commission***

The Georgia PSC will ensure that this document meets the third party testing requirements outlined in the Georgia Order, including validation of test cycles, test

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scenarios, performance measures, and evaluation criteria. Additionally, the Georgia PSC is responsible for the final evaluation and interpretation of test results.

### ***KPMG***

KPMG is responsible for:

- Preparation and approval of the specific test plans for each of the test domains, including Pre-ordering, Ordering and Provisioning, Billing, Maintenance and Repair, and Change Management, as well as all volume testing associated with each of these domains, consistent with the Commission's May 20, 1999 order and the MTP.
- Preparation of Local Service Request data, pre-ordering data, billing data, or any similar data required to implement the test plans described above.
- Direction of the execution of the test plans, reporting of results, and preparation of the final report for the Commission.

### ***Hewlett-Packard (HP)***

HP will be assigned the responsibilities of preparing the Testing Infrastructure which includes, (a) preparing interfaces to conduct the test plans developed by KPMG, (b) transmitting and receiving the test data, and (c) collecting and reporting the results to KPMG

### ***Federal Communications Commission***

The FCC may wish to observe the development, execution, and evaluation of the test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

### ***Department of Justice (DoJ)***

The DoJ may wish to observe the development, execution, and evaluation of the test in preparation for responding to BellSouth's forthcoming application to provide in-region, interLATA services in the state of Georgia.

### ***CLEC Community***

CLECs will use this document to understand the scope (breadth and depth) and results categories of the test, and to provide their comments as stipulated in the Georgia Order.

### ***BellSouth***

BellSouth will use this MTP to understand the testing framework and to prepare the test bed.

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## ***E. Assumptions***

This section describes the project-level assumptions made in the development of this MTP. Many scope-related assumptions were derived directly from the Georgia Order. Others are based on analysis of regulatory orders, including the results of prior filings by BellSouth and other RBOCs. Additional lower-level assumptions may be discussed within the appropriate sections of this document.

### ***BellSouth Involvement & Support***

- BellSouth will provide access to the applicable training courses and documentation in support of the test.
- BellSouth will provide the necessary resources, facilities, and support to set up the Build and the supporting test bed required to execute the test (e.g., equipment, identification badges, interface security access, customer account information, test transaction tracking fields, etc.).
- BellSouth will process test transactions as part of normal production activities, including the provisioning of some test cases.
- BellSouth will allow KPMG to observe wholesale processes on-site during applicable evaluation efforts.
- BellSouth will provide KPMG access to historical data and current operational reports, as applicable, to complete the evaluation.
- BellSouth will maintain a stable OSS environment for the duration of the test.
- All BellSouth tools and documents made available to KPMG and HP are or will be made publicly available.

### ***Test Scope***

- The interfaces, products, and processes targeted in this evaluation are defined in the Georgia Order.
- The test will be conducted using a military-style approach. Each test target will be regression tested until all test exceptions are eliminated, or until a determination is made to halt testing of a target.
- BellSouth's resale telecommunications services will only be addressed in volume testing to ensure a valid mix of transaction types for the targeted OSS



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interfaces. No functional testing or process evaluation of resale services will be conducted as part of this test.

- Transaction projections will include volumes across BellSouth's entire nine state region even though the test is being designed and conducted in support of a Section 271 application for the state of Georgia.
- Transaction volume projections will be developed from actual data trends, CLEC forecasts, and market share loss curve case study analysis for the YE01 time frame.
- Volume testing of BellSouth's OSS interfaces will address normal and peak volumes for electronically submitted transactions.
- Volume testing of the ordering OSS interfaces will include orders that flow through to firm order confirmation (FOC), auto-clarified errors, and a representative sample of service requests and errors that fall out for manual processing.
- Volume testing of the billing and provisioning OSS interfaces is outside the scope of this test.
- Capacity Management analyses will be conducted for BellSouth's OSS interfaces that deliver pre-ordering, ordering, provisioning, maintenance and repair, and billing functionality to CLECs.
- All manually submitted OSS process transactions are outside the scope of this test.
- The test will require the provisioning of a sample of UNE test cases.
- ~~Testing the billing OSS infrastructure will require the generation of test calls across two consecutive billing cycles.~~
- Maintenance and repair trouble reporting transactional tests for new installs will be staggered in time such that any gaps between actual customer service activation and completion notice (CN) delivery will be addressed.
- Document analyses will address the information provided to CLECs by BellSouth (including that provided during training classes) for all identified OSS interfaces for both resale services and UNEs.

## ***F. Document Structure***

<b>Section</b>	<b>Section Title</b>	<b>Description</b>
<b>I</b>	Document Control	Defines document version control, distribution, and approval requirements.
<b>II</b>	Introduction	Documents the project background, scope and objectives, assumptions, and limitations.
<b>III</b>	Test Plan Framework	Describes the methodologies for testing BellSouth's OSS systems, interfaces, and processes, including how testing is segmented and organized.
<b>IV</b>	Pre-Ordering Test Section	Describes the tests and methodologies to be applied to the Pre-Ordering process domain.
<b>V</b>	Ordering & Provisioning Test Section	Describes the tests and methodologies to be applied to the Ordering and Provisioning process domains.
<b>VI</b>	Billing Test Section	Describes the tests and methodologies to be applied to the Billing process domain.
<b>VII</b>	Maintenance & Repair Test Section	Describes the tests and methodologies to be applied to the Maintenance & Repair process domain.
<b>VIII</b>	Change Management Test Section	Describes the tests and methodologies to be applied to the Change Management business processes.
<b>Appendix A</b>	Product Selection	Describes the selection process for resale services and UNEs to be addressed in the test.
<b>Appendix B-1</b>	Pre-Ordering Scenarios	Defines the Pre-Ordering test scenarios for use in functional and volume testing.
<b>Appendix B-2</b>	Resale Ordering Scenarios	Defines the resale services test scenarios for use in resale scenarios used in volume testing.
<b>Appendix B-3</b>	UNE Ordering Scenarios	Defines the UNE test scenarios for use in functional and volume testing.
<b>Appendix B-4</b>	Billing Scenarios	Defines the billing test scenarios for use in functional testing.
<b>Appendix B-5</b>	M&R Scenarios	Defines the maintenance and repair test scenarios for use in functional and volume testing.
<b>Appendix C</b>	Volume Analysis	Describes the volume forecasting methodology and the transaction volumes by product type and activity type to be applied in volume testing.
<b>Appendix D-1</b>	Evaluation Criteria	Lists the process Evaluation Criteria that will be collected as part of the test.

Section	Appendix Title	Description
<b>Appendix D-2</b>	Service Quality Measurements Regional Performance Reports	BellSouth Service Quality Measurements Regional Performance Report dated 8/10/1999.
<b>Appendix E</b>	Test Cycles	Describes the test cycles that will be executed as part of the test.
<b>Appendix F</b>	References	Lists the references used in developing this document.
<b>Appendix G</b>	Glossary	Lists the terms and definitions used throughout this document.

*Figure II-VII Document Overview*